

What is claimed is

- 40 1. A method, comprising:
- receiving an ^{CALL} interaction input from a caller seeking information;
- storing said ^{CALL} interaction input within a queue;
- 5 determining an availability of at least one agent to provide said information to said caller;
- and
- operating an interactive voice response unit to provide said caller with access to said information if said at least one agent is unavailable to provide said information.
- 10 2. The method of claim 1 wherein said interaction input is a telephone call.
3. The method of claim 1 wherein said interaction input is a chat call.
4. The method of claim 1 wherein said interactive voice response unit provides at least one
- 15 menu to said caller when said at least one ^{agent} is unavailable to provide said information.
5. The method of claim 1 wherein said interaction input is continually stored within said queue while said at least one agent is unavailable to provide said information.
- 20 6. The method of claim 1 further comprising:
- deactivating said interactive voice response unit in response to a first agent of said at least one agent becoming available to provide said information.

7. The method of claim 1 further comprising:

deactivating said interactive voice response unit in response to a termination of said reception of said interaction input.

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8. A system, comprising:

at least one agent workstation;

a queue operable to determine an availability of said at least one agent workstation to respond to an interaction input in response to a reception of said interaction input from a caller;

10 and

an interactive voice response unit operable to respond to said interaction input when said at least one agent workstation is unavailable to respond to said interaction input.

9. The system of claim 8 wherein said interactive voice response unit is operable to provide

15 at least one menu to said caller when said at least one agent workstation is unavailable to respond to said interaction input.

10. The system of claim 8 wherein said a queue is further operable to store said interaction input while said interactive voice response unit is providing said caller with access to said

20 information.

11. The system of claim 6 wherein said interaction input is a telephone call.

12. The system of claim 6 wherein said interaction input is a chat call.

No information

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13. A telephony server, comprising:

a queue operable to determine an availability of at least one agent to provide information to a caller in response to an interaction input from said caller; and

5 an interactive voice response unit operable to provide said caller with access to said information if said queue determines said at least one agent is unavailable to provide said information.

14. The telephony server of claim 13 wherein said interactive voice response unit is operable
10 to provide at least one menu to said caller when said at least one agent is unavailable to provide said information to said caller.

15. The telephony server of claim 13 wherein said a queue is further operable to store said interaction input while said interactive voice response unit is providing said caller with access to
15 said information.

16. The system of claim 13 wherein said interaction input is a telephone call.

17. The system of claim 13 wherein said interaction input is a chat call.

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